WordTalk

Support

Current support issues

1. Can't see WordTalk in the Microsoft Toolbar?
2. I get the following error: 'Compile Error in Hidden Module: This Document'.
3. I get the following error: 'System Error &H80004005 (-2147467259)'.
4. I get the following error: 'Runtime Error 76: File not found'.
5. I get the following error: 'Security Warning: Macros have been disabled'.
6. In Windows 8, the words are highlighted but I can't hear anyhting.
7. Error in Hidden Module: frmabout
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1 of 10: Can't see WordTalk in the Microsoft Toolbar?

Refer to the Toolbar Guide page to see where the WordTalk toolbar should be.

If it still isn't there then sometimes the **WordTalk.dot file** (WordTalk plugin file) is not copied across to the '**user**' folder.

You have 2 options:

- Download our 'WordTalk fix batch file' (will automate this manual process)
- or add the WordTalk.dot file yourself.

Add the WordTalk.dot file yourself (Word 97, 2000, XP and 2003)

- Open the following folder: **C:\Program Files\WordTalk**
- Right click on the following file and press copy: **WordTalk.dot**
- Open the following folder (where **User** is your username for Windows): **C:\Documents and Settings\User\Application Data\Microsoft \Word\STARTUP**
- Right click into the folder and click on 'paste'
- restart Word.

Add the WordTalk.dot file yourself (Word 2007, 2010, 2013 and 2016)

- Open the following folder: **C:\Program Files\WordTalk**
- Right click on the following file and press 'copy': **WordTalk.dot**
- Open the following folder (where **User** is your username for Windows): **C:\Users \User\AppData\Roaming\Microsoft\Word\STARTUP**
- Right click into the folder and click on 'paste'
- Restart word and look under the 'add-ins' tab on the word menu bar.

Sometimes your Windows settings prevent you from seeing some '**hidden**' folders (such as the **STARTUP** mentioned above). If this is the case, see how to 'show' hidden folders.

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2 of 10: I get the following error: 'Compile Error in Hidden Module: This Document'

It appears that the 2 x Microsoft update has caused an issue with WordTalk in Word 2007 (and 2010): KB2598041 and KB2687441. Now these updates are security patches for Office 2007 (and 2010) and to fix it you have to delete cached visual basic files which are then recreated when you next load WordTalk. You also have to delete a system file (Mscomctl.ocx) and reload it. For ease of use I've combined the two

solutions rather than doing them separately.

Solution to the problem below (as per Microsoft Knowledge base article 2598041):

Windows XP

1. Shut down Microsoft Word 2007 or 2010
2. Open **My Computer**
3. Navigate to **C:\Documents and Settings**
4. Click on **Search** (magnifying glass icon)
5. Click on '**All files and folder**' at the bottom left
6. Click the '**More Advanced options**' link at the bottom and ensure the '**Search hidden files and folders**' box is ticked
7. In the '**All or part of the file name**' field enter the following ***.exd** and click on the '**Search**' button
8. Any files that it finds ending in **.exd** should be deleted by you
9. Click the '**Start button**' (bottom left) and select '**All Programs**'
10. Click on Accessories
11. **Right click** on '**Command Prompt**' and select '**Run as administrator**'
12. Type in: **regsvr32 /u mscomctl.ocx** and press return
13. Type in: **regsvr32 mscomctl.ocx** and press return
14. Start-up Microsoft Word and WordTalk should function again

Vista, Windows 7, Windows 8, Windows 10

1. Shut down Microsoft Word 2007 or 2010
2. Open **Computer**
3. Navigate to **C:\Users**
4. Enter ***.exd** in the search box in the top right of the folder and press the **return key** or click on the **magnifying glass**
5. Any files that it finds ending in **.exd** should be deleted by you

6. Click the '**Start button**' (bottom left) and select '**All Programs**'
7. Click on Accessories
8. **Right click** on '**Command Prompt**' and select '**Run as administrator**'
9. Type in: **regsvr32 /u mscomctl.ocx** and press return
10. Type in: **regsvr32 mscomctl.ocx** and press return
11. Start-up Microsoft Word and WordTalk should function again

Vista, Windows 7, Windows 8, Windows 10 (all 64-bit versions)

1. Shut down Microsoft Word 2007 or 2010
2. Open **Computer**
3. Navigate to **C:\Users**
4. Enter ***.exd** in the search box in the top right of the folder and press the **return key** or click on the **magnifying glass**
5. Any files that it finds ending in **.exd** should be deleted by you
6. Click the '**Start button**' (bottom left) and select '**All Programs**'
7. Click on Accessories
8. **Right click** on '**Command Prompt**' and select '**Run as administrator**'
9. Type in: **regsvr32 /u c:\windows\SysWOW64\mscomctl.ocx** and press return
10. Type in: **regsvr32 c:\windows\SysWOW64\mscomctl.ocx** and press return
11. Start-up Microsoft Word and WordTalk should function again

Perhaps you couldn't see any **.exd** files? Sometimes on Windows 7 you have to physicaly navigate to the hidden folder containing these files and then perfrom the search. Go to the following folder (where Your Account Name is the name of the account you log into Windows 7 with) and then perform steps 4 - 6 from above:

C:\Users\Your Account Name\AppData

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3 of 10: I get the following error: 'System Error

If you get a Microsoft Visual Basic error with a code like "System Error &H80004005 (-2147467259)", this means that the voice currently selected is not totally compatible with WordTalk, so you will have to use the WordTalk Configure tool (it looks like a spanner) to choose another voice. Unfortunately, the excellent Elan voices used by programs like Clicker 5 and Solo don't work with WordTalk.

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4 of 10: I get the following error: 'Runtime Error 76: File not found'

The WordTalk Startup utility provides an option to have WordTalk start up whenever Word is used on a computer. It does this by copying the WordTalk.dot template into the Word Startup folder. This is usually found in **C:\Documents and Settings\User Name\Application Data\Microsoft\Word\Startup** (where User Name is the name of the person who logged on to the computer.)

If Word has been set up with an unusual configuration on your computer (as may be the case with some networks) you will have to copy the WordTalk.dot file into the correct Startup folder yourself.

1. Open your WordTalk folder and click once on the WordTalk.dot file,
2. click on Edit (at the top of the window) and Copy.
3. Now click on Edit and Paste - you will now have a file called Copy of Wordtalk.dot in your folder.Drag it onto your desktop and re-name it WordTalk.dot. (We have done this so we have a copy of the WordTalk.dot file that we can move - we don't want to move the original from the WordTalk folder.
4. Now find your Word Startup folder and drag the WordTalk.dot copy into this folder.

If you are on a network, you may have to ask your network administrator to do this.

5 of 10: I get the following error: 'Security Warning: Macros have been disabled'

- Go to **File>Options>Trust Center (or Office button in Word 2007 and then Options>Trust Center)**;
- Click on the '**Trust Center Settings**' button;
- Select '**Macro settings**' tab;
- Select '**disable all macros without notification**';
- Restart Word.

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6 of 10: In Windows 8, the words are highlighted but I can't hear anyhting.

If you've made sure there is nothing wrong with your speakers (or headphones) then try this:

- Open **Control Panel** and select **Sound;**
- Select **Speakers** (or Headphones) and click on the **Advanced** tab;
- **Untick** the '**Allow applications to take exclusive control of this device**' box.

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7 of 10: Error in Hidden Module: frmabout

Sorry, no known solution.

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8 of 10: How do I uninstall WordTalk?

- The way to uninstall WordTalk is to go into **Add/Remove programs** in **Control Panel** and uninstall the program "**WordTalkInstall**".
- However, before doing this you must run the **WordTalk Install** program (appears as WordTalk in the start Menu), and choose to "**remove WordTalk toolbar from Word**". If you don't do this the Template will be left in the Word Startup folder

and continue to appear in Word.

If the WordTalkinstall program has been removed and you are still getting WordTalk in Word then one of two things can be done:

1. Reinstall WordTalkInstall and run it, choose "**remove WordTalk toolbar from Word**", then uninstall WordTalkInstall again.
2. Simply open the **WordTalk STARTUP folder** and delete the WordTalk template (wordtalk.dot).

The location of the Startup folder varies from version to version but it is (where username=name of your account):

- **Windows 98, 2000 or XP**: C:\Documents and settings\username\Application Data\Microsoft\Word\STARTUP
- **Windows Vista, 7, 8 or 10**: C:\Users\username\AppData\Roaming\Microsoft\Word\STARTUP

Sometimes your Windows settings prevent you from seeing some '**hidden**' folders (such as the **STARTUP** mentioned above). If this is the case, see how to 'show' hidden folders.

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9 of 10: Can't save the 'configure' settings?

Sorry, no known solution.

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